

MWRA Employees' Retirement System

Job Description for: Member Services Coordinator

Summary

The MWRA Employees' Retirement System is seeking a Member Services Coordinator to perform general reception duties on site and assist in the daily office operations of the System. The Member Services Coordinator's responsibilities will include, but are not limited to, processing new members' files, working on compliance filings with PERAC, assisting members with inquiries and directing them to appropriate staff as necessary, and assisting the Executive Director and Retirement Coordinator with projects or other duties as needed, including the organization of events and meetings. This position reports to the Executive Director and requires the handling of confidential information.

Responsibilities

Daily Office Operations:

- Professionally greets and receives members, vendors, and guests in person and on the phone.
- Reviews email and answers or directs accordingly.
- Answers and screens phone calls and refers calls as appropriate.
- Operates and maintains basic office equipment: phones, computer, fax/scanner/copier, printers, etc.
- Obtains mail each day according to the delivery schedule and opens, date stamps, logs and distributes the items accordingly.
- Responsible for ordering all office supplies and helps Board and staff with travel arrangements.
- Maintains all retirement office files, ensuring that all files are alphabetized, orderly and in their proper locations. These files include, but are not limited to: member and retiree files; RFP's; investment managers; policies & procedures, paid bills; etc.
- Responsible for opening and closing of the office, and ensuring that all confidential files are properly secured at the close of each day.

Maintains Membership files:

- Enters new members' information in data base and sets up files for each. Follows up to obtain any missing information. Updates records in system as necessary.
- Scans pertinent documents into retirement software and individual members' records.
- Requests information for new members' buybacks and/or transfer of prior service time.
- General correspondence and member requests (e.g., annuity savings statements, beneficiary changes, etc.).
- Uses computer system to generate, and mails, members' annual statements, and reviews responses for any changes or updates.

Other job responsibilities: Reconciliations, meetings, compliance

- Organizes and helps with special events/presentations.
- Reconciles the cash account bank statement.
- Reconciles the GIC monthly invoice to the retirees' payroll.
- Makes and records bank deposits.
- Mails retirees' payroll statements and/or checks.
- Schedules monthly investment manager presentations.
- Uses State Website and System to upload, maintain, and/or track compliance materials
- Uses computer system to generate, mail and track responses to annual retiree affidavits
- Assists members with navigating the self-service portal, including password resets and report generation

MWRA Employees' Retirement System

Job Description for: Member Services Coordinator

- Records postage use for monthly reimbursement to the MWRA
- Successful completion of mandatory periodic training including but not limited to: ethics, workplace environment issues, safety procedures, cybersecurity, incident response, fire drill exercises, etc.
- Additional duties as required and directed by the Board, Executive Director and/or Retirement Coordinator

Requirements:

- Bachelor's degree in business or related field
- Minimum of two years of experience in an administrative role within an office environment
- Analytical and organizational ability
- Ability to perform basic computations using addition, subtraction, multiplication and division
- Proficiency with Microsoft Office, database functionality, as well as the ability to learn other software applications and job duties as necessary to meet organizational objectives
- Ability to take and follow directions, and to work independently as necessary
- Consistent attention to detail and ability to meet deadlines
- Ability to work at a computer or other office equipment sitting or standing for long periods of time
- Ability to stoop and reach to access files and return them to their proper locations
- Ability to lift up to 20 lbs.
- Valid MA Driver's License

Posting Date and Additional Information

- Posted July 7, 2021
- First consideration will be given to applications/resumes submitted to carolyn.russo@mwra.com prior to July 28, 2021, but position will remain posted until filled.
- Preference will be given to candidates with MA public pension experience and/or experience with PTG software.
- The successful candidate will be expected to adhere to the MWRA's Code of Conduct in all respects over the duration of employment.
- A criminal background check will be performed as a condition of employment to ensure compliance with 840 CMR 1.03.